

Multifactor authentication (MFA) using the Microsoft Authenticator app

This guide will show you how to set up multifactor authentication (MFA) using the Microsoft Authenticator app.

These instructions only apply if MFA has been enabled on your account.

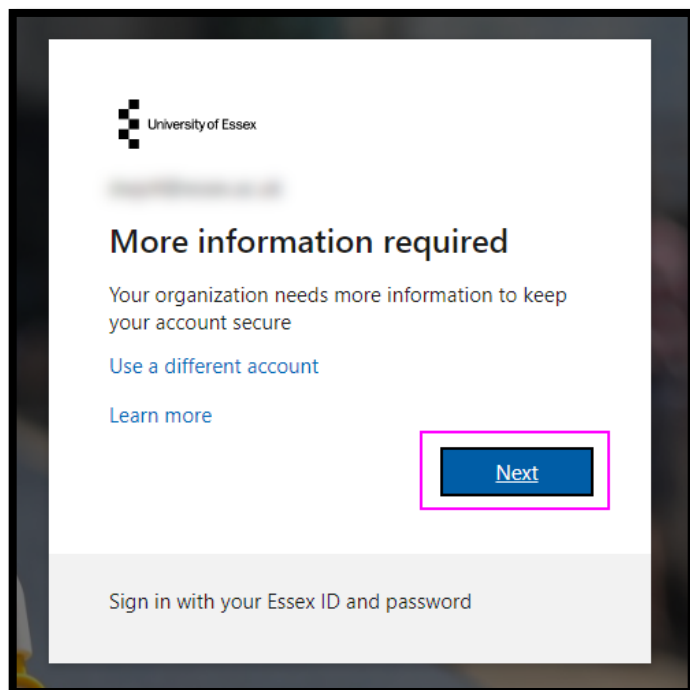
Step 1

Open a web browser, go to email.essex.ac.uk and sign in with your University email address and password.

Step 2

After you sign in, you will see “More information required”.

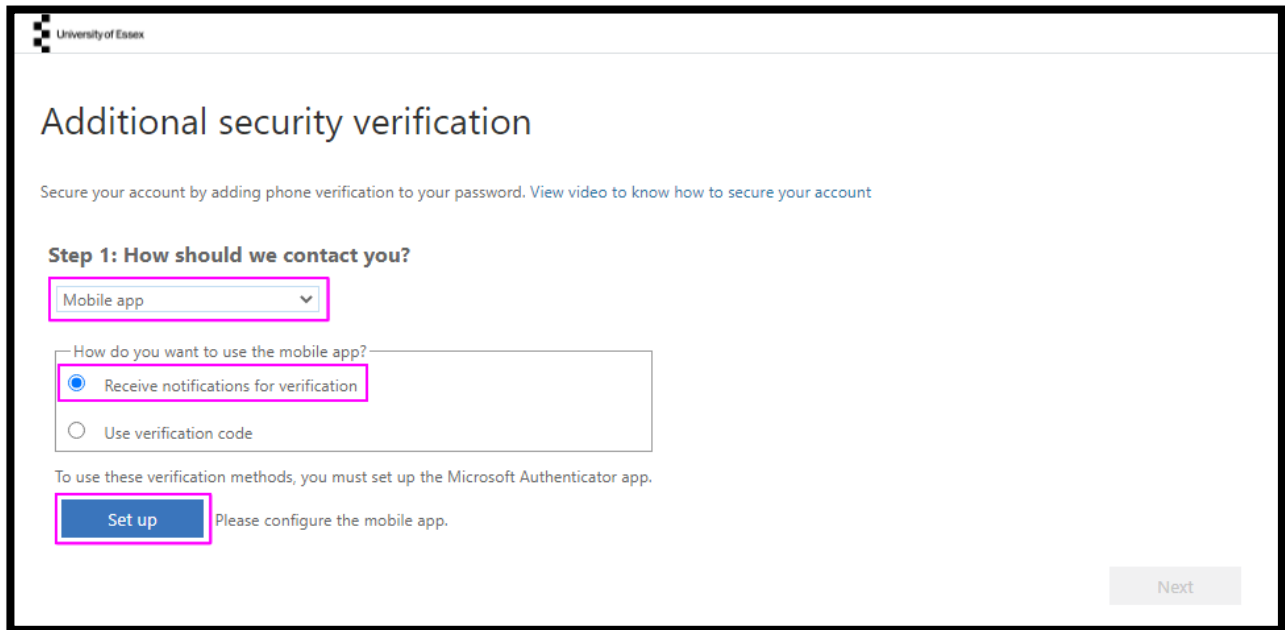
Choose **Next**.



Step 3

Choose **Mobile app** and **Receive notifications for verification**.

Choose **Set up**.



University of Essex

Additional security verification

Secure your account by adding phone verification to your password. [View video to know how to secure your account](#)

Step 1: How should we contact you?

Mobile app

How do you want to use the mobile app?

Receive notifications for verification

Use verification code

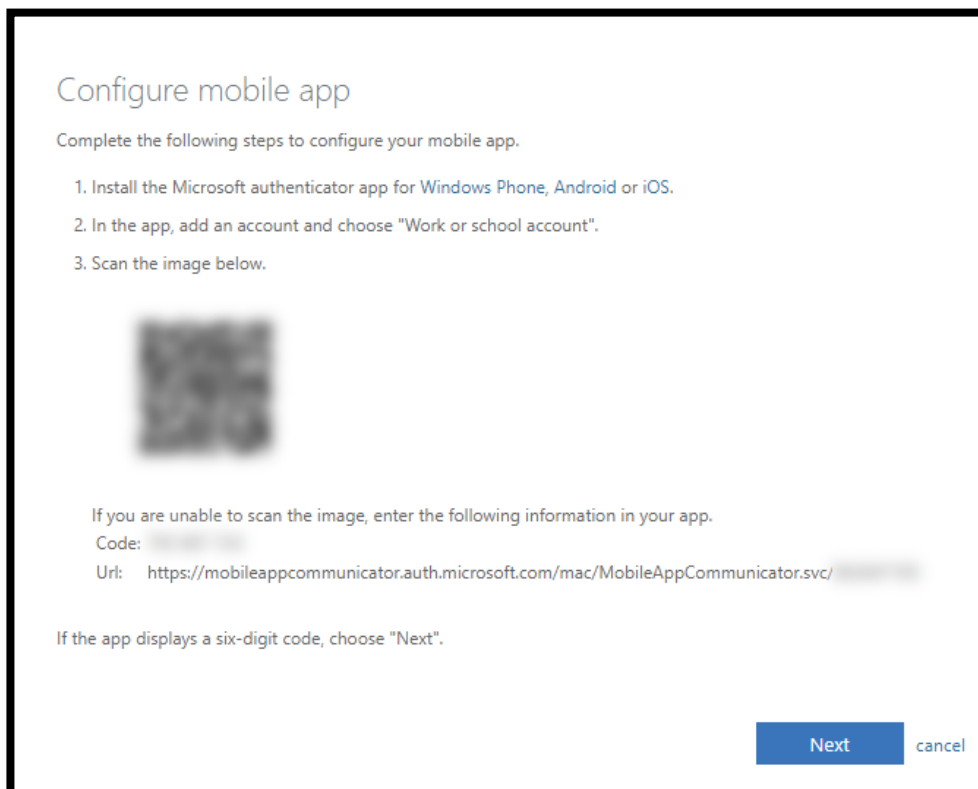
To use these verification methods, you must set up the Microsoft Authenticator app.

Set up Please configure the mobile app.

Next

Step 4


You will be presented with a screen which includes a QR code - leave the code showing on screen.



Configure mobile app

Complete the following steps to configure your mobile app.

1. Install the Microsoft authenticator app for Windows Phone, Android or iOS.
2. In the app, add an account and choose "Work or school account".
3. Scan the image below.



If you are unable to scan the image, enter the following information in your app.

Code: [blurred]

Uri: <https://mobileappcommunicator.auth.microsoft.com/mac/MobileAppCommunicator.svc/> [blurred]

If the app displays a six-digit code, choose "Next".

Next cancel

Step 5

On your mobile device, install the **Microsoft Authenticator app**, available from:

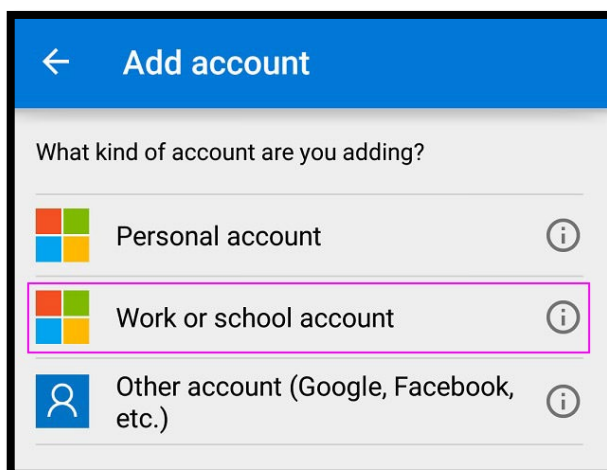
- [Google Play](#)
- [Apple App Store](#)
- [Microsoft App Store](#)



Step 6

Once you've installed the app, open it and choose **Add account**.

Choose **Work or school account**.



Step 6

Scan the QR code shown in **Step 4**. You may have to allow the app permission to access the camera on your device to scan the QR code.

If you can't use your camera, you'll have to manually enter the nine-digit code and the URL.

If the app shows a six-digit code, choose **Next**.

Configure mobile app

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3. Scan the image below.



If you are unable to scan the image, enter the following information in your app.

Code:

Url: <https://mobileappcommunicator.auth.microsoft.com/mac/MobileAppCommunicator.svc/>

If the app displays a six-digit code, choose "Next".

Next

cancel

Step 7

Wait for **Checking activation status** to complete. If configuration fails, delete the account and retry the previous steps again.

Once complete, Choose **Next**.



Additional security verification

Secure your account by adding phone verification to your password. [View video to know how to secure your account](#)

Step 1: How should we contact you?

Mobile app

How do you want to use the mobile app?

Receive notifications for verification

Use verification code

To use these verification methods, you must set up the Microsoft Authenticator app.

Set up

Mobile app has been configured for notifications and verification codes.

Next

Step 8

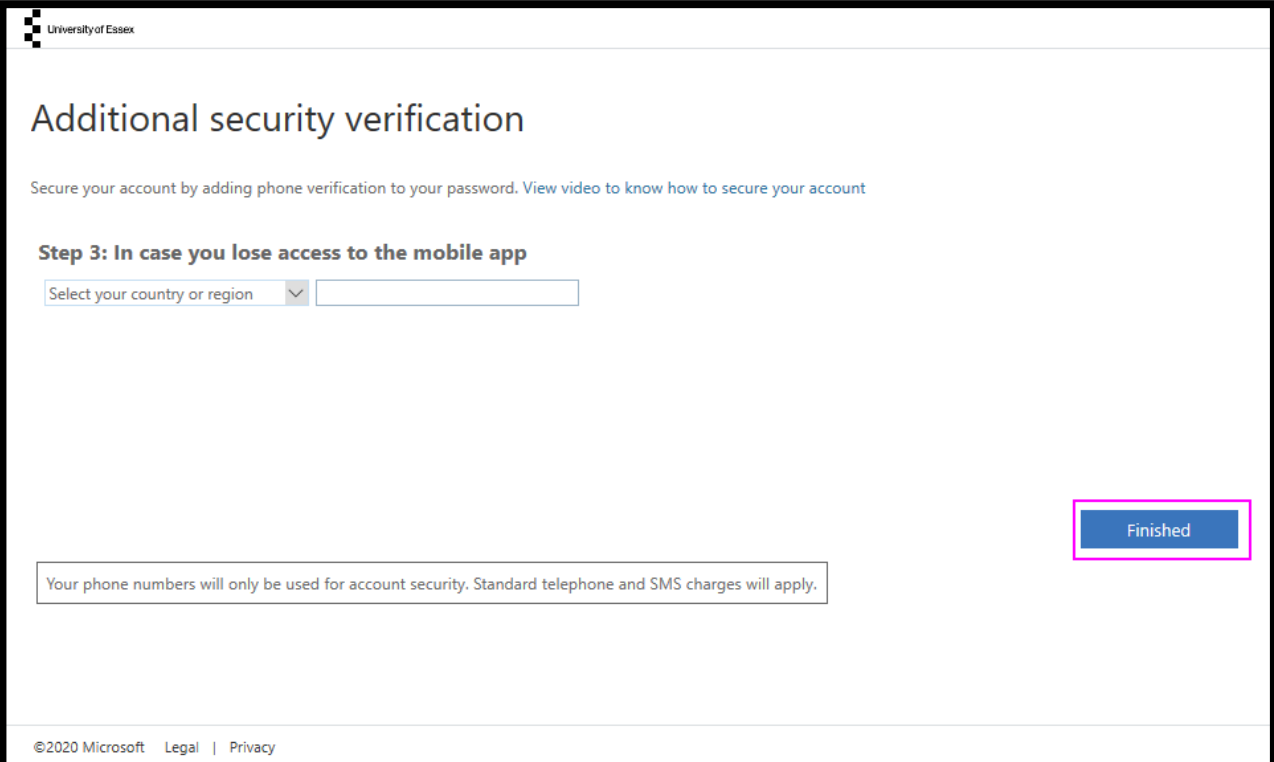
On your mobile device, go to the **Microsoft Authenticator app** and tap **Approve** on the sign-in notification.



Step 9

The final step is to provide your personal mobile or landline telephone number as a backup in case you lose access to the mobile app.

Once you've done that, choose **Finished**.

A screenshot of the "Additional security verification" page on the University of Essex website. The page has a white background with a black border. At the top left is the University of Essex logo. The main heading is "Additional security verification". Below it is a sub-heading: "Secure your account by adding phone verification to your password. View video to know how to secure your account". Underneath is "Step 3: In case you lose access to the mobile app". There is a form with a dropdown menu labeled "Select your country or region" and an empty text input field. At the bottom right, there is a blue button labeled "Finished" with a pink border. At the bottom left, there is a note in a box: "Your phone numbers will only be used for account security. Standard telephone and SMS charges will apply." The footer contains "©2020 Microsoft Legal | Privacy".

Set up complete

The next time you sign in to your University Office 365 account you will receive a notification to approve your sign in, or enter a 6 digit code from the Authenticator app.